



alcatel 1s

For more information on how to use the phone, please go to www.alcatelmobile.com and download the complete user manual. Moreover, on the website, you can also find answers to frequently asked questions, upgrade the software via Mobile Upgrade, and so much more.

Note:

This is a user manual for Alcatel 1S 6025D/6025H.

Help

The following resources will provide you with answers to more FAQs along with additional software, and service information.

Consulting FAQ

Go to

<https://www.alcatelmobile.com/support/>

Updating your phone's software

Update through the **System Update** menu on your device.

To download the software update tool onto your PC, go to

<https://www.alcatelmobile.com/support/software-drivers/>

Finding your serial number or IMEI

You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Alternatively, go to **Settings > System > About phone > Status** on your phone.

Obtaining warranty service

First follow the advice in this guide. Then check hotlines and repair centre information through

<https://www.alcatelmobile.com/contact-us/>

Viewing legal information

On the phone, go to **Settings > System > About phone > Legal information**.

Using ONETOUCH Cloud

Open Support Centre, then touch More info. For an online User Centre tutorial (may not be available in all areas), go to

<https://www.alcatelmobile.com/support/faq/>

Using other Alcatel apps

Go to

<https://www.alcatelmobile.com/support/app-services/>

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www.sar-tick.com

alcatel

This product meets applicable national SAR limits of 2.0 W/kg for head and body, and 4.0 W/kg for Limbs. The specific maximum SAR values can be found in the **Radio waves** section.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.

Safety and use

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY:

Given that studies show that using a phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset, etc.), drivers are requested to refrain from using their phone when the vehicle is not parked.

When driving, do not use your phone and headset to listen to music or to the radio. Using a headset can be dangerous and is forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- Do not place your phone on top of the dashboard or within an airbag deployment area;
- Check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from phone RF energy.

• CONDITIONS OF USE:

You are advised to switch off the phone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in healthcare facilities, except in designated areas. As with many other types of equipment now in regular use, phones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid, or an insulin pump, etc. If you have a medical device fitted, you should hold the phone against the ear that is furthest away from the device.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the phone away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the phone and accessories without supervision.

If your phone has a removable cover, note that your phone may contain substances that could create an allergic reaction.

If your phone is a unibody device, the back cover and battery are not removable. If you disassemble your phone the warranty will not apply. Disassembling the phone may damage the battery, and may cause leakage of substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to 40°C (104°F).

At over 40°C (104°F) the legibility of the phone's display may be impaired, though this is temporary and not serious.

Do not open, dismantle, or attempt to repair your phone yourself.

Do not drop, throw, or bend your phone.

To avoid injury, do not use the phone if the glass screen is damaged, cracked or broken.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and which are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make backup copies or keep a written record of all important information stored on your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person has never experienced them before. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.

- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

• **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation has been obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your phone (including the operator) disclaim any liability which may result from improper use of the phone.

• **BATTERY:**

In accordance with air regulations, the battery of your product is not charged. Please charge it first.

For a non-unibody device:

Observe the following precautions:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble, or cause a short circuit in a battery.

- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C (140°F).

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.

For a non-unibody device with a non-removable battery:

Observe the following precautions:

- Do not attempt to eject, replace or open the battery.
- Do not puncture, disassemble, or cause a short circuit in the battery.
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F).

Phone and battery must be disposed of in accordance with locally applicable environmental regulations.

For a unibody device:

Observe the following precautions:

- Do not attempt to open the back cover.
- Do not attempt to eject, replace, or open battery.
- Do not puncture the back cover of your phone.

- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.



This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment.
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non-European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Disposal of the battery within a fire or a hot oven, or mechanically crushing or cutting the battery, can result in an explosion.

Leaving the battery in an extremely high temperature environment can also result in an explosion or the leakage of flammable liquid or gas.

Similarly, subjecting the battery to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

• CHARGERS:

Mains powered chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. They are also compliant with the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for the purpose of charging only.

This device is compatible with the charger, which complies with the following standards relating to the Common Mobile Phone Charger:

- EN301 489-34 V2.1.1 Final Draft (2017-04)
- EN 62684:2018

Model: UC13

Input Voltage: 100~240 V

Input AC Frequency: 50/60 Hz

Output Voltage: 5.0 V

Output Current: 2.0 A

Output Power: 10.0 W

Average active efficiency: 79.0 %

No-load power consumption: 0.08 W

Radio waves

Proof of compliance with international standards (ICNIRP) or with European Directive 2014/53/EU (RED) is required of all phone models before they can be put on the market. The protection of the health and safety of the user and any other person is an essential requirement of these standards and this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organisation (ICNIRP) and include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg for Head SAR and Body-worn SAR, and 4 W/kg for Limb SAR.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

6025D

Maximum SAR for this model and conditions under which it was recorded		
Head SAR	UMTS 900 + Wi-Fi 2.4G	0.42 W/kg
Body-worn SAR (5 mm)	LTE Band 1 + Wi-Fi 2.4G	1.42 W/kg
Limb SAR (0 mm)	LTE Band 7 + Wi-Fi 2.4G	2.99 W/kg

6025H

Maximum SAR for this model and conditions under which it was recorded		
Head SAR	LTE Band 38 + Wi-Fi 2.4GHz	0.60 W/kg
Body-worn SAR (5 mm)	LTE Band 1 + Wi-Fi 2.4GHz	1.33 W/kg
Limb SAR (0 mm)	LTE Band 1 + Wi-Fi 2.4GHz	2.56 W/kg

During use, the actual SAR values for this phone are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your phone is automatically decreased when full power is not needed for the call. The lower the power output of the phone, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 5 mm. To meet RF exposure guidelines during body-worn operation, the phone should be positioned at least this distance away from the body.

If you are not using an approved accessory, ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

Organisations such as the World Health Organisation and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone. For more information, you can go to www.alcatelmobile.com.

Additional information about electromagnetic fields and public health is available on the following site: <http://www.who.int/peh-emf>.

Your phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the phone will be compliant with the guidelines when used with a headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 5 mm away from the body.

Please note that when using an accessory some of your personal data may be shared with the main device. It is your own responsibility to protect your own personal data, not to share with it with any unauthorised devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), ensure your network security. These precautions will help prevent unauthorised access to your phone. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and only install them from trusted locations. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organisational measures to protect all personal data, for example, against unauthorised or unlawful processing and accidental loss, destruction or damage, whereby the measures shall provide a level of security that is appropriate with regard to:

- the technical possibilities available;
- the costs for implementing the measures;
- the risks involved with the processing of the personal data; and
- the sensitivity of the personal data processed.

You can access, review, and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

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Alcatel 6025D/6025H Bluetooth
Declaration ID D048576



The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance.

This equipment may be operated in all European countries.

This device may be operated without restrictions in any EU member state.

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The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will appear when you touch **Google legal in Settings > System > About phone > Legal information**) ⁽¹⁾.

You have purchased a product which uses the open source (<http://opensource.org/>) programmes mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public Licence and Apache Licence.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication Ltd.

You may download the source codes from <http://sourceforge.net/projects/alcatel/files/>. The provision of the source code is free of charge from the internet.

We hereby point out that the end user warranty for infringement IPR is solely limited to the EU/EEA/Switzerland.

⁽¹⁾ May not be available in all countries.

If and to the extent that the Product is exported, taken with, or used by the end customer or end user outside the EU/EEA/Switzerland any responsibility, warranty or indemnification of the manufacturer and its suppliers in regard to the Product expires (including any indemnification in regard to IPR infringement).

General information.....

- **Internet address:** www.alcatelmobile.com
- **Hotline:** See the "SERVICES" leaflet that came with your phone or go to our website.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labelling path:** Touch **Settings > System > Regulatory & safety** or press *#07#, to find more information about labelling ⁽¹⁾.

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.

This radio equipment operates with the following frequency bands and maximum radio-frequency power:

6025D

GSM 900: 33.5 dBm

GSM 1800: 30.5 dBm

UMTS B1/8 (2100/900): 24.5 dBm

LTE FDD B1/3/7/8/20/28

(2100/1800/2600/900/800/700): 24 dBm

LTE TDD B38/40 (2600/2300): 24 dBm

Bluetooth 2.4GHz band: 8.29 dBm

Bluetooth LE 2.4GHz band: -1.38 dBm

802.11 b/g/n 2.4GHz band: 16.82 dBm

6025H:

GSM 900: 33.5 dBm

GSM 1800: 30.5 dBm

UMTS B1/8 (2100/900): 24.5 dBm

LTE FDD B1/3/7/8/20/28

(2100/1800/2600/900/800/700): 24 dBm

LTE TDD B38/40 (2600/2300): 24 dBm

Bluetooth 2.4GHz band: 8.29 dBm

Bluetooth LE 2.4GHz band: -1.38 dBm

802.11 b/g/n 2.4GHz band: 16.82 dBm

⁽¹⁾ Depending on country.

- **Regulatory information**

Hereby, TCL Communication Ltd. declares that the radio equipment of type **Alcatel 6025D/6025H** is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: http://www.alcatelmobile.com/EU_doc.

- **Additional information**

The description of accessories and components, including software, which allow the radio equipment to operate as intended, can be obtained in the full text of the EU declaration of conformity at the following internet address: http://www.alcatelmobile.com/EU_doc.

Protection against theft ⁽¹⁾

Your phone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your phone by entering ***#06#** and keep it in a safe place. It may be requested by the police or your operator if your phone is stolen. This number allows your phone to be blocked preventing a third person from using it, even with a different SIM card.

⁽¹⁾ Contact your network operator to check service availability.

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone or specific operator services.

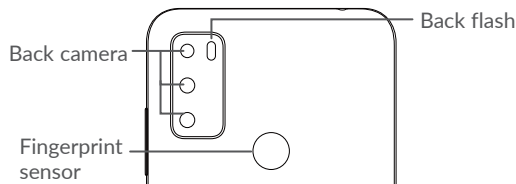
TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This phone may contain materials, including applications and software in executable or source code form, which have been submitted by third parties for inclusion in this phone ("Third Party Materials"). All Third Party Materials in this phone are provided "as is", without warranty of any kind, whether express or implied. The purchaser undertakes that TCL Communication Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and phones in complying with Intellectual Property rights. TCL Communication Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this phone or in interaction with any other device. To the maximum extent permitted by law, TCL Communication Ltd. disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or

attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication Ltd., may be subject to paid updates and upgrades in the future; TCL Communication Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. TCL Communication Ltd. shall not be held responsible for the lack of availability of any application, as its availability depends on the country and the operator of the purchaser. TCL Communication Ltd. reserves the right at any time to add or remove Third Party Materials from its phones without prior notice; in no event shall TCL Communication Ltd. be held responsible by the purchaser for any consequences of such removal.

1 Your mobile

1.1 Keys and connectors





Back button

- Tap to go back to the previous screen, or to close a dialog box, options menu, the Notification panel, etc.



Home button

- From any application or screen, touch to return to the Home screen.
- Touch and hold to turn on Google Assistant. You can get help such as getting directions and restaurant information based on the content detected on the screen.



Recent Apps button

- Touch to view applications you've recently accessed.



Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from **Restart/Power off/Aeroplane mode**.
- Press and hold the **Power** key and **Volume down** key to take a screenshot.
- Press and hold the **Power** key for at least 10 seconds to force reboot.



The Google Assistant Button (left of the device)

- Press to access the Google Assistant.



Volume keys

- In call mode, adjusts the earpiece or headset volume.
- In Music/Video/Streaming mode, adjusts the media volume.
- In general mode, adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.
- In camera preview mode, press the **Volume up** or **down** key to take a photo or press and hold to take burst shots.
- Double-press the Power key to open the camera.

- Press Volume up and down keys at the same time for 3 seconds to start an accessibility feature when Volume keys shortcut is on. To set, touch **Settings > Accessibility > Volume key shortcut**.



Touch to switch between **Sound**, **vibrate** and **Mute**

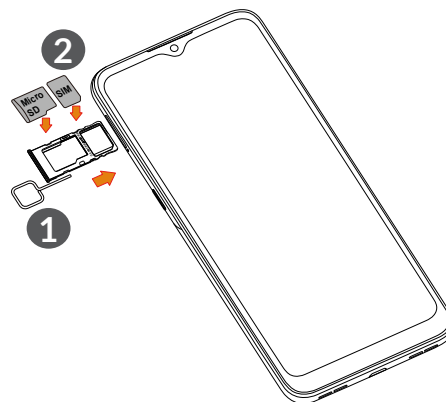
Touch to adjust the volume of media, calls, ringtones, alarms or notifications

1.2 Getting started

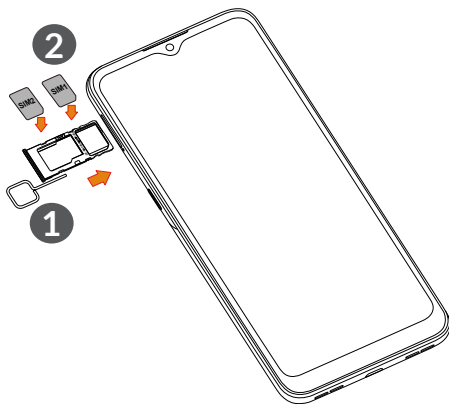
1.2.1 Setting up

- 1 Insert the provided SIM pin into the hole and pull out the SIM tray.
- 2 Place the SIM card or microSD card into the tray slot and carefully close the SIM tray.

Single-SIM

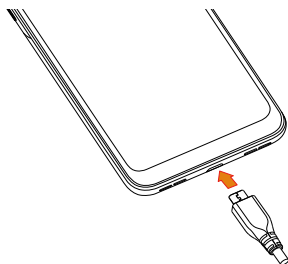



Dual SIM



Your phone only supports nano-SIM cards. Do not attempt to insert other SIM types; otherwise this may cause damage to your phone.

Charging the battery



You are advised to fully charge the battery (). Charging status is indicated by a percentage displayed on screen while the phone is powered off. The percentage increases as the phone is charged.



To reduce power consumption and energy waste when the battery is fully charged, disconnect your charger from the plug; switch off Wi-Fi, GPS, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

1.2.2 Powering on your phone

Hold down the **Power** key until the phone powers on, unlock your phone (Swipe, PIN, Password, Pattern, Fingerprint or Face recognition) if necessary and confirm. The Home screen is displayed.

If you do not know your PIN code or forget it, contact your network operator. Be sure to keep your PIN code secure.

1.2.3 Powering off your phone

Press and hold the **Power** key until options appear, then select **Power off**.

1.3 Home screen

You can bring all the items (applications, shortcuts, folders and widgets) you love or use most frequently to your Home screen for quick access. Touch the **Home** button to switch to the Home screen.



1 Status bar

- Status/Notification indicators
- Touch and drag down to open the notification panel

4 Search bar

- Touch 2 to enter text search screen
- Touch 3 to enter voice search screen

5 Favourite tray applications

- Touch to enter the application
- Touch and hold to move or remove applications


Auto-rotate screen

From the app list, touch **Settings** > **Display** > **Auto-rotate screen** to enable the function.

1.3.1 Using the touchscreen

Touch 

To access an application, touch it with your finger.

Touch and hold 

To enter the available options for an item, touch and hold the item. For example, select a contact in Contacts and touch and hold it, an option list will then appear.



Drag

Place your finger on the screen to drag an object to another location.



Slide/Swipe

Slide the screen to scroll up and down the applications, images, and web pages. You can slide the screen horizontally too.



Flick

Similar to swiping, but flicking makes it move quicker.



Pinch/Spread

Place two fingers on the screen surface and draw them apart or together to scale an element on the screen.



Rotate

Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better screen view.

1.3.2 Status bar

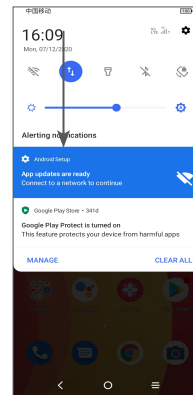
From the status bar, you can view both phone status (on the right side) and notification information (on the left side).

Drag down the status bar to view notifications and drag again to enter the quick settings panel.

Touch and drag up to close it. When there are notifications, they can be accessed by touching them.

Notification panel

When there are notifications, touch and drag down the Status bar to open the Notification panel to read more detailed information.



Touch to access **Settings**, where you can set more items.

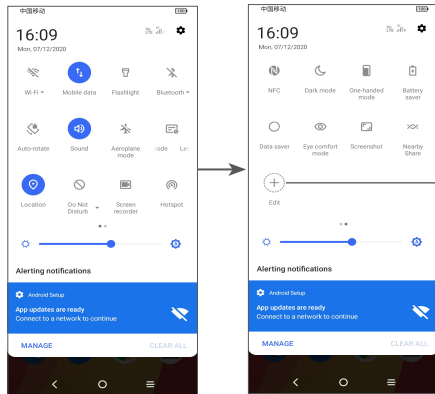
Touch to clear all event-based notifications (other ongoing notifications will remain).

Quick Settings panel

Touch and drag down from the top of the screen twice to open the Quick settings panel.

You can enable or disable functions or change modes by touching the icons.

Touch the **Edit** icon  to customise your Quick settings panel.



Touch to customise your Quick settings panel.

1.3.3 Lock/unlock your screen

To protect your phone and privacy, you can lock the screen with a pattern, PIN, password, fingerprint or face.

To create a screen unlock pattern, touch **Settings > Security & biometrics > Screen lock**.

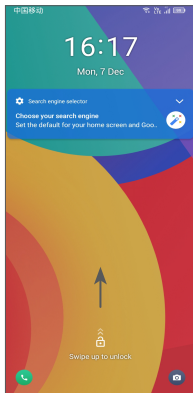
To lock the phone screen

If your phone remains inactive for a period of time, it will automatically lock the screen and enter sleep mode to save power. Go to **Settings > Display > Sleep** and select a screen timeout period.

You can also manually lock the screen by pressing the **Power** key once.

To unlock the phone screen

Press the **Power** key once to light up the screen, swipe up and unlock the screen with the method you have set.



Enter a Password to Unlock the Screen

Once the screen is turned on, swipe up from any position on the screen to display the password input panel. Then enter your lock screen password.

Use Pattern Unlock

Draw the same pattern you have set to unlock the screen.

Use Face Unlock

- From the app list, touch **Settings > Security & biometrics > unlock**. Before using the face unlock, you need to set a pattern/PIN/password.
- Hold your phone 20-50 cm from your face. Position your face in the square shown on the screen. For best results, we suggest that the face unlock is enrolled indoors and away from direct sunlight.
- Enable Face unlock when your screen turns on, otherwise you will have to swipe up on the screen first of all.

Use Fingerprint unlock

Touch the fingerprint sensor with an enrolled finger to unlock the screen.

1.3.4 Personalising your Home screen


Add

You can touch and hold a folder, an application or a widget and drag the item to your preferred Home screen.

Reposition

Touch and hold an item and drag it to the desired position and then release. You can move items both on the Home screen and the Favourite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

Remove

Touch and hold the item and drag it up to the top of the  remove icon, and release after it turns red.

Create folders

To improve the organisation of shortcuts or applications on the Home screen and the Favourites tray, you can add them to a folder by stacking one item on top of another. To rename a folder, open it and touch the folder's title bar to input the new name.

Wallpaper customisation

Touch and hold an empty area on the Home screen, then touch **Wallpapers** to customise wallpaper.

1.3.5 Widgets and recently used applications

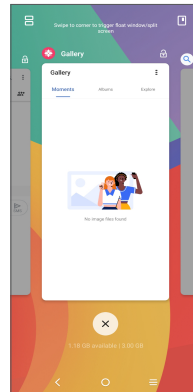
Consult widgets

Touch and hold the empty area on the Home screen, then touch **Widgets** to display all widgets.


Touch the selected widget and slide it to move to your preferred screen.

Consult recently used applications

To consult recently used applications, touch the **Recent apps** key . Touch a thumbnail in the window to open the application.





Touch one thumbnail and swipe it up to close an application, slide it right/left to switch between the applications..

Touch  at the bottom of the screen to close all the running applications.

1.3.6 Volume adjustment

Using the volume key

Press the **Volume** key to adjust the volume. To activate silent mode, press the **Volume down** key until the phone is silent. To activate vibration mode, press the **Volume** key and touch  to show this icon .

Using the settings menu

From the app list, touch **Settings > Sound** & vibration to set the volume for media, ringtones, alarms, etc.

2 Text input.....

2.1 Using the onscreen keyboard

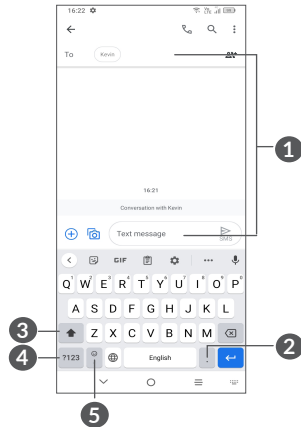
Onscreen keyboard settings

Go to **Settings > System > Languages & input > Virtual keyboard**, touch the keyboard you want to set up and a series of settings will become available.

Adjust the onscreen keyboard orientation

Turn the phone sideways or upright to adjust the onscreen keyboard orientation. You can adjust this by changing the settings (**Touch Settings > Display > Auto-rotate screen**).

2.1.1 Gboard

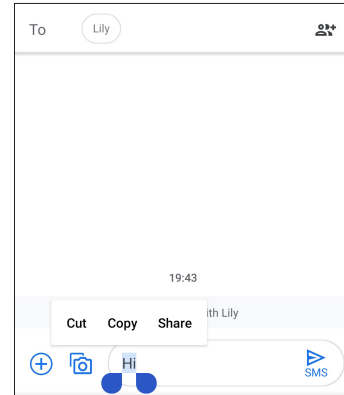


- 1 Enter text or numbers
- 2 Touch and holds to select symbols
- 3 Touch to switch between "abc/Abc" mode;
Touch and hold to switch to "abc/ABC" mode.
- 4 Switch between alphabetical and numeric keyboard
- 5 Touch and hold to show input options

2.2 Text editing

You can edit texts which you have entered.

- Touch and hold or double touch within the text you want to edit.
- Drag the tabs to change the amount of text to edit.
- The following options will appear: **Cut**, **Copy** and **Share** .



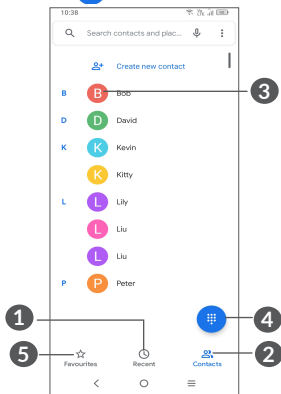
- If you have cut or copied any text, touch the tab to show the **Paste** and **Select all** option which allows you to complete pasting immediately.

3 Phone, Call logs and Contacts.....

3.1 Phone

3.1.1 Making a call

To make a call, touch  in the Favourites tray.




- 1 Call logs
- 2 Contacts
- 3 View the contact's detailed information. You can also edit, delete, share, cancel this favourite contact, or send a message to the contact


- 4 Show the dial pad
- 5 Favourites

Touch and hold to access voicemail




Enter the desired number from the dial pad and touch  to place the call, or select a contact from **Contacts** or **Call logs** by sliding or touching tabs and then make the call.

The number you entered can be saved to **Contacts** by touching the **Create new contact** or **Add to a contact**.


If you make a mistake, you can delete the incorrect digits by touching .

To hang up a call, touch .

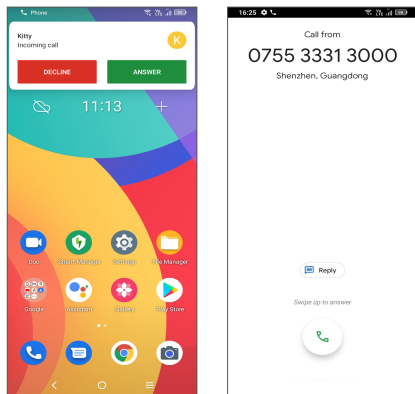
International call

To dial an international call, touch and hold **+** to enter “+”, then enter the international country prefix followed by the full phone number and touch .




Emergency call

If your phone has network coverage, dial the emergency number and touch  to make an emergency call. Depending on your network and country this could even work without a SIM card and without typing in the SIM PIN code.

3.1.2 Answering or rejecting a call



When you receive a call:

- Press **ANSWER**, or swipe up the icon  to answer;
- Press **DECLINE**, or swipe down the icon  to reject;
- Touch  to reject the call by sending a preset message.

3.1.3 Calling your voicemail

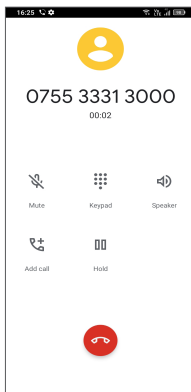
Your voicemail is provided by your network to avoid missing calls. It works like an answering machine that you can consult at any time.








To access your voicemail, touch and hold **1**.

If you receive a voicemail,  appears on the Status bar. Open the Notification panel and touch **New voicemail**.

3.1.4 During a call

To adjust the volume during a call, press the **Volume up/down** key.




-  End the current call.
-  Make another call.
-  Display the dial pad.
-  Put a call on hold.
-  Touch to activate the speaker during the current call. Touch this icon again to deactivate the speaker.
-  Touch once to mute the current call. Touch this icon again to unmute the call.
-  To avoid accidental operation of the touchscreen during a call, the screen will be locked automatically when you put the phone close to your ear; and it will be unlocked when the phone is taken away from your ear.

3.1.5 Managing multiple calls





With this phone you can handle multiple calls at the same time.

Swap calls


When you accept two calls, touch  to switch between two lines. The current call will be put on hold.

Conference calls ⁽¹⁾

You can set up a conference call as follows.


- Place a call to the first participant of the conference call.
- Touch  to add another call.
- Enter the phone number of the person you want to add to conference and touch . You can also add participants from **Call logs** or **Contacts**.
- Touch  to start the conference.
- Touch  to end the conference call and disconnect all callers.

3.1.6 Phone settings

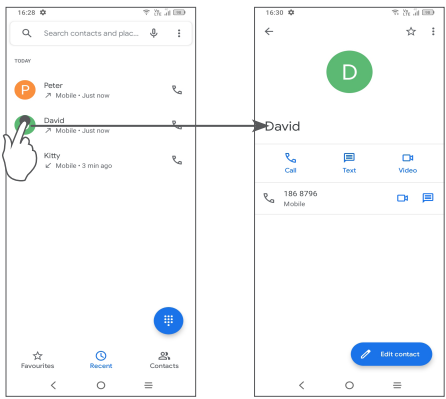
Touch  from the **Phone** screen, then touch **Settings** to set phone and contacts.

⁽¹⁾ Depending on your network operator.

3.2 Call logs

You can access your call logs by touching  from the **Phone** screen to view missed calls, outgoing calls and incoming calls.

Touch one call to view information or further operations. You can launch a new call, send a message to the contact or number, or view detailed information of the call.



To delete the call history of a selected contact or number, touch and hold the contact and choose **Delete**.

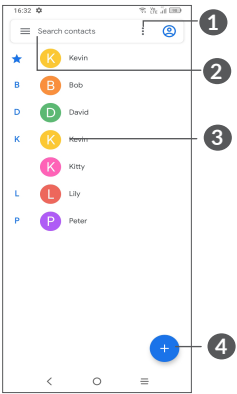
3.3 Contacts.....

Contacts enables quick and easy access to the contact you want to reach.

You can view and create contacts on your phone and synchronise these with your Gmail contacts or other applications on the web or on your phone.

3.3.1 Consult your Contacts

To see your contacts, touch  from the App drawer.




- ① Touch to select the contacts
- ② Touch to search contacts
- ③ Touch to open the Quick contact panel

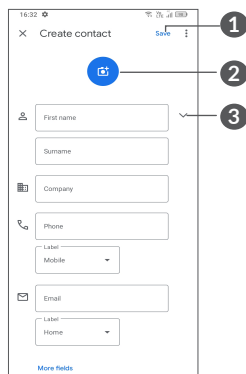
Touch and hold to share or delete the selected contact

4 Add new contact

Deleted contacts will also be removed from other applications on the phone or web the next time you synchronise your phone.

3.3.2 Adding a contact

Touch  in the contact list to create a new contact. You are required to enter the contact's name and other contact information. By scrolling up and down the screen, you can move from one field to another.





The screenshot shows the 'Create contact' screen. At the top right is a 'Save' button. Below it is a blue circle with a camera icon. The form has fields for 'First name', 'Surname', 'Company', 'Phone', 'Email', and a 'More fields' link at the bottom. Numbered callouts point to: 1. The 'Save' button, 2. The camera icon, and 3. The 'First name' field.

- 1 When finished, touch this icon to save
- 2 Select a picture or take a photo for the phone contact


3 Touch to open available labels

Add to/Remove from favourites ⁽¹⁾

To add a contact to favourites, you can touch a contact to view details then touch  to add the contact to favourites.

To remove a contact from favourites, touch  on the contact details screen.

3.3.3 Editing your contacts

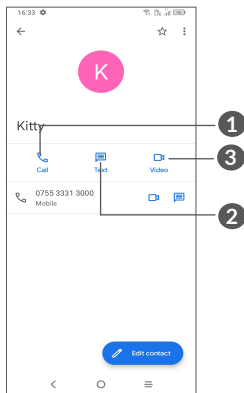
To edit contact information, touch  Edit contact in the contact details screen.

When finished, touch **Save**.

3.3.4 Use Quick contact panel

Touch a contact to open the Quick contact panel.

⁽¹⁾ Only phone contacts and account contacts can be added to favourites.




- ❶ Touch to make a call
- ❷ Touch to send a message
- ❸ Touch to make a video call

The icons available on the Quick contact panel depend on the information you have for the contact and the applications and accounts on your phone.


3.3.5 Sharing contacts

You can share a single contact or contacts with others by sending the contact's vCard to them via Bluetooth, Gmail, etc.

- From the Contacts screen, touch and hold a contact and touch .
- Select the application to perform this action.

3.3.6 Accounts

Contacts, data or other information can be synchronised from multiple accounts, depending on the applications installed on your phone.


To add an account, touch  from the contacts list and touch **Settings** > **Accounts** > **Add account**, or from the home screen, touch **Settings** > **Accounts** > **Add account**.

You are required to select the kind of account you are adding, like Google, etc.

As with any other account setup, you need to enter detailed information, like username, password, etc.

You can remove an account and all associated information from the phone. Touch the account you want to delete, touch **Remove account**, then confirm.

Auto-sync


On the **Accounts** screen, turn on **Automatically sync data** . When activated, all changes to information on the phone or online will be automatically synchronised with each other.

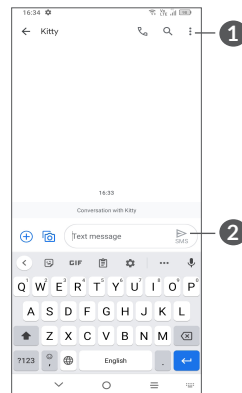
4 Messages

4.1 Write a new message

You can create, edit and receive SMS and MMS with this phone.

To access Messages, touch  from the App drawer.


On the message list screen, touch  to write text/multimedia messages.



① More options

② Send the message

Sending a text message

- To add recipients, enter a mobile phone number or select a contact in the **To** bar.
- Touch the **Text message** bar to enter the text of the message.
- When finished, touch  to send the text message.





Specific letters (accented) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

Sending a multimedia message


MMS enables you to send video clips, images, photos, animations, slides and sounds to other compatible mobiles and e-mail addresses.

An SMS will be converted to MMS automatically when media files (image, video, audio, slides, etc.) are attached or subject or email addresses are added.

- To send a multimedia message, enter the recipient's phone number in the **To** bar.
- Write the text of the message in the **Text message** bar.
- Touch  to give access to your location, send a voice message or attach files.
- Touch  to take a photo/video or attach a photo/video you have taken.

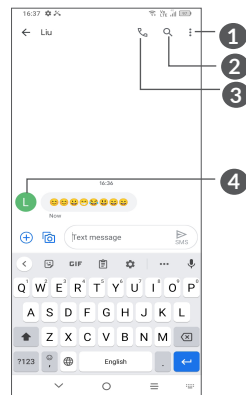
- When finished, touch  to send the multimedia message.

4.2 Manage messages


When a message is received,  will appear on the Status bar as a notification. Swipe down the Status bar to open the Notification panel. Touch the new message to open and read it. You can also access the **Messages** application and touch the message to open it.

Messages are displayed as a conversation.

Touch a message to enter the message composing screen:



- 1 Tap for more options
- 2 Tap to search within a conversation

- 3 Tap to call the number
 - 4 Tap to save the number to Contacts or view the contact details if the number has been saved
- To adjust message settings, touch  and select **Settings** on the message list screen.

5 Multimedia applications.....

5.1 Camera.....

Before using the camera, make sure that you remove the protective lens cover to avoid it affecting your picture quality.

There are multiple ways to open the Camera app.

From the Home Screen

From the home screen, touch **Camera** .

From the Lock Screen

When the screen is locked, press the Power key once to light up the screen, then swipe left on the camera icon in the lower right corner to open the camera.

Using shortcut key

Simply double-press the **Power** key to open the camera.



1 Select filter

2 Flash mode

Touch to turn on/off the camera flash

WARNING: Keep a safe distance when using the flash. Do not point the flash toward people's or animals' eyes.

3 Take a timed photo

4 Take HDR photos

5 Zoom in/out

6 Switch between front and rear camera

7 Take a photo

8 Touch to access settings

9 Picture size

10 Pinch fingers together to zoom out, or spread fingers apart to zoom in

11 View the photos or videos you have taken

12 Google Lens ⁽¹⁾



Google Lens:

Google Lens is a free tool that can help you to:

- Copy text
- Search for similar products
- Identity plants and animals
- Discover books & media
- Scan codes






...and more.

To take a photo



The screen acts as the viewfinder. First, position the object or landscape in the viewfinder, touch the screen to focus if necessary. Touch  or press the **Volume key** to capture. The photo will be automatically saved. You can also touch and hold  to take burst shots, the maximum number is 20.

⁽¹⁾ Note that Google Lens only works when you are logged in to your Google account. Your phone must also be connected to a network.

To take a video

Touch **VIDEO** to change the camera mode to video. Touch  to start video recording. Touch the left part of this icon  to take a picture during video recording. Touch the right part of this icon  to pause video recording and touch  to continue. Touch  to stop recording. The video will be automatically saved.


Further operations when viewing a photo/video you have taken

- Slide left or right to view the photos or videos you have taken.
- Touch , then Gmail/Bluetooth/MMS/etc. to share the photo or video.
- Touch **Back button**  to return to **Camera**.

5.1.1 Modes and settings

Modes

Slide left or right to switch between modes.

- **MORE:** By selecting MORE, you can access more modes. These modes can be moved to the main screen by touching .

PANO: Touch to turn on the panorama function. Touch the shutter button to start taking a panoramic photo and move the phone steadily along in the direction indicated by the onscreen line. Once the slots are filled, the photo will be automatically saved. If the slots are not fully filled, touch the shutter button again to save the photo.

STOP MOTION: Capture a number of photos of a certain scene, then convert them into a speeded-up video.



LIGHT TRACE: Capture creative movements of light using a long exposure photograph.

SUPER MACRO: Touch to access super macro mode. 4cm is the best macro shooting distance.



- **AUTO:** Auto is the default mode for Camera.
- **VIDEO:** Touch to access video mode.
- **PORTRAIT:** Touch to create a depth of field effect. You can compose an image that highlights your subject while producing a gorgeously blurred background.
- **PRO:** Pro camera mode lets you fine-tune parameters and gives you full control over ISO, WB exposure time, aperture, shutter speed and so on.

Settings

Touch  to set more options:


- **Photo size:** Touch to select photo size.
- **Video quality:** Touch to select video quality.
- **Video stabilisation (EIS):** Touch on  to enable the Electronic Image Stabilisation (EIS) feature. It helps reduce blurring associated with the motion of a camera during exposure.
- **AI scene detection:** Once turned on, the camera will automatically identify the image content of a scene and categorize it accordingly. Many different scene categories are supported. This only works when using the main camera.
- **Calorie detection⁽¹⁾:** Turn on  to detect the calorie content of a captured object.
- **Smart guideline⁽¹⁾:** Touch to turn on/off. This feature provides AI-powered facial detection and composition guides for portrait shots. It only works when using the main camera.
- **Volume button function:** Touch to customise the Volume button to either Shutter or Volume when using camera.

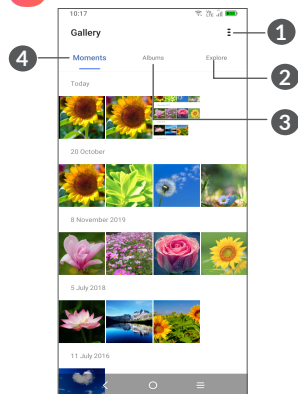
⁽¹⁾ Only available when the AI scene detection is turned on.

- **Touch to capture:** Touch to turn on/off. When activated, the image will be captured by simply touching the viewfinder screen.
 - **Grid:** Touch to turn on/off. It divides the screen into equal parts and helps you take better photos by making it simple to align elements such as the horizon or buildings, to the lines in the grid.
 - **Storage:** Touch to choose between phone and SD card storage when an SD card is inserted. The default is phone storage.
 - **Save location information:** Turn on  to tag photos and videos with your location. This option is available when the GPS location service is enabled.
 - **Shutter sound:** Touch to turn on/off shutter sound when capturing.
 - **Spirit level:** Enable Spirit level to display a guiding line on the viewfinder to help you take better photos.
 - **Reset settings:** Touch to reset the camera to its factory default settings.
- Two more options are available when you switch to using the front camera:
- **Face Beauty:** Touch  to adjust skin smoothing and enhance colouring effects in portraits.
 - **Mirror camera:** Touch to turn on/off.

5.2 Gallery

Gallery acts as a media player for you to view photos and play videos. It also automatically analyses photos and organizes them into groups, so that you can quickly locate the photos you need.

To view, edit or share the photos/videos, touch **Gallery**  from the Home screen.



1 Tap to access more options

2 Explore

Explore collects photos into groups making them more easy to find

3 Albums

Photos, videos, screenshots, etc. are all automatically grouped in Albums

4 Moments

View the photos/videos you have just taken

Working with pictures and videos

You can work with pictures by rotating or cropping them, sharing them with friends, setting them as a contact photo or wallpaper, etc.

Find the picture you want to work on, and touch the picture in the full-screen picture view.







1 Share

2 Edit


- 3 Favourites
- 4 Delete
- 5 More options, such as **Slideshow**, **Set as**, **Details**, **Print**, etc.

Touch  to edit.





- 1 Reset
 - 2 Save changes
-  Select a filter such as **Auto**, **Vivid**, **Modern**, **Cool**, **Classic**, etc.
 -  **Crop**, **Straighten**, **Rotate**, **Mirror** or **Draw** the picture.
 -  Adjust the picture colour.
 -  Advanced features, set as None or Dehaze.

- *To edit a video*

Touch the video in the full-screen view and touch .



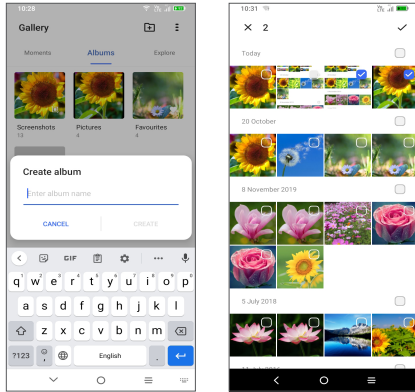
Mute the saved video



Drag the slider at both ends of the video crop area, select the video you want to keep, touch  to preview. Once done, touch  to save.

Album management


When there are many pictures and videos, you can manage your albums for convenient viewing.

- Create an album




Tap  to create and name a new album. Select the pictures or videos you want to include in it by tapping  to copy or move them.


- Move/copy pictures or videos

Touch and hold the picture(s) or Video(s) you want to move/copy, Touch  > **Copy to album/Move to album**, then select the album that you want to move to/copy to.


- Delete or recover pictures or videos

Touch and hold the picture(s) or Video(s) you want to delete, touch  > **DELETE**.

Deleted items will be retained in the **Trash** album for 30 days, after which they will be permanently deleted. To permanently delete them within this period, find the picture(s) or Video(s) in **Trash** and touch and hold to delete.

To recover the picture(s) or Video(s) within this period, touch and hold the picture(s) or Video(s) in **Trash** and touch  to recover.

- Hide album ⁽¹⁾


Touch and hold the album you want to hide, touch  > **MOVE**, the album contents will be hidden from **Moments**.

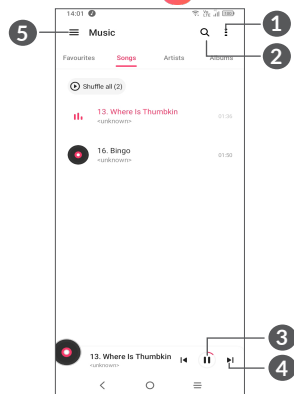
⁽¹⁾ Default albums such as **Camera**, **Videos**, **Screenshots**, etc. can't be hidden or moved.

5.3 Music⁽¹⁾



You can play music files stored on your phone or microSD card.

To play a music file, swipe up on the Home screen, then touch Music .



- ① More options
- ② Search for a song
- ③ Play or pause
- ④ Play the next song
- ⑤ Music settings



While playing songs with Music, the operation of pause, play or skip is still available even if the screen is locked.

⁽¹⁾ Application availability depends on country and operator.


6 Calendar, Clock, and Calculator.....

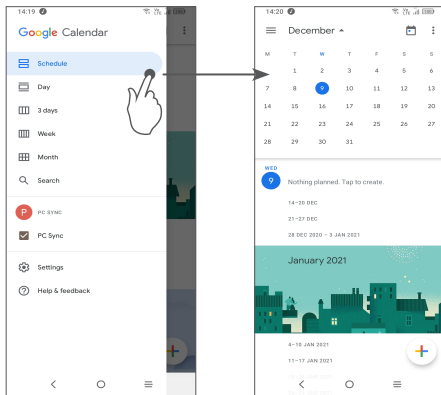
6.1 Calendar.....

You can use **Calendar** to keep track of important meetings, appointments, etc.

To view the calendar and create events, open Google apps folder from Home screen, then touch **Calendar**.



6.1.1 Multimode view


You can display the Calendar by **Schedule**, **Day**, **3 days**, **Week**, or **Month**, touch  to select.





6.1.2 To create new events

You can add new events from any Calendar view.


- Touch .
- Fill in all required information for this new event. If it is a whole-day event, you can turn on **All-day** .
- When finished, touch **Save** from the top of the screen.

To quickly create an event from the **Week** view screens, touch an empty spot to select a target area which will then turn into , then touch the icon to create the new event.

6.1.3 To delete or edit an event

To delete or edit an event, touch the event to enter its details screen. Touch  to edit the event, or touch  and then **Delete** to delete.

6.1.4 Event reminder

If a reminder is set for an event, the upcoming event icon  will appear on the Status bar as a notification when the reminder time arrives.

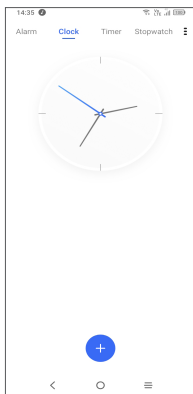
Touch and drag down the Status bar to open the notification panel, touch an event name to view the Calendar notification list. Touch the **Back** button to keep the reminders pending in the Status bar and the notification panel.

6.2 Clock.....



Your mobile phone has a built-in clock.

To view the current time, swipe up the Home screen, then touch **Clock**, or tap time on the Home screen to access it.




Tap  to add a time zone from the list.

6.2.1 Alarm

From the Clock screen, touch **Alarm**.

Turn on  to enable the alarm.


Touch  to add a new alarm.

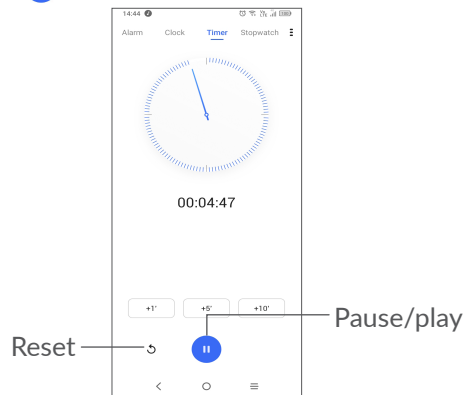
Touch a currently existing alarm to enter the alarm editing screen.

Touch **DELETE** to delete the selected alarm.

6.2.2 Timer

From the Clock screen, touch **Timer**.

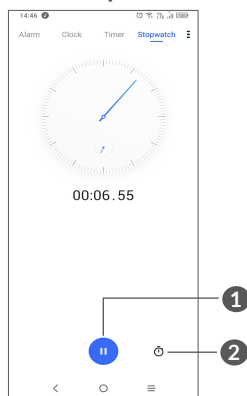
- Touch the digits to set the countdown time. Type the time in hour, minute and second number sequence.
- Touch  to start the countdown.



6.2.3 Stopwatch

From the Clock screen, touch **Stopwatch**.

Touch  to start the **Stopwatch**.




- 1 Pause/play
- 2 Touch to show a list of records according to the updated time

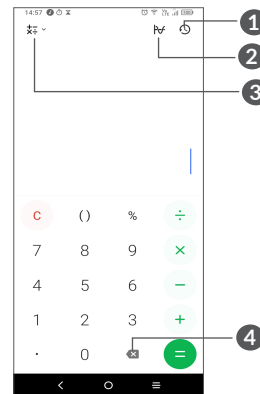
6.2.4 Adjust Clock settings

Touch  to access Clock and Alarm settings.

6.3 Calculator



To solve mathematical problems with **Calculator**, swipe up from the home screen, then tap .




- 1 Calculation history
- 2 Touch to switch between Basic calculation and Scientific calculation
- 3 For more options about **Currency** and **Unit** conversion
- 4 Touch to delete digits one by one

7 Others.....

7.1 Kids Mode.....

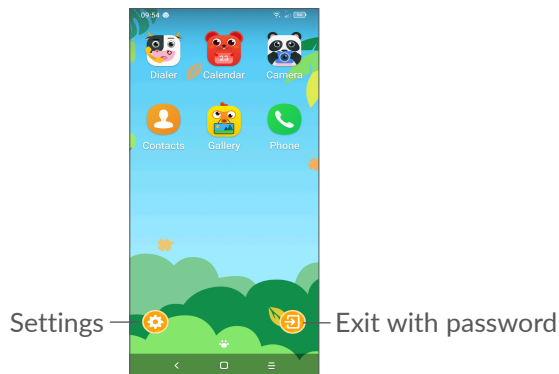
A parental control feature allows you to set restrictions on your child's usage time and access to specific apps. Your child's happiness and safety is guaranteed with Kids Mode.

To access this menu, swipe up the Home screen and tap **Kids Mode** .


7.1.1 To use Kids Mode

- Set a password and confirm
- Set a security question in case you ever need to reset your password
- Input a user name
- Turn it on under accessibility settings

You are using kids mode now.



7.1.2 Settings

Touch  and enter your password to go to Settings and select what apps can be used by your child, set the device and app usage time, choose his/her favourite wallpaper, reset password, enable blue light filter or even set charge protection to prevent usage while charging, etc.

7.2 Support Centre.....

Support Centre helps you to learn more about Hot FAQs, operating instructions, troubleshooting, etc. You can also feedback your comments to us through it.

7.3 Other applications ⁽¹⁾

The previous applications in this section are preinstalled on your phone. To read a brief introduction of the preinstalled 3rd party applications, refer to the leaflet provided with the phone. To download and install more 3rd party applications, use the Google Play Store application.

⁽¹⁾ Application availability depends on country and operator.

8 Google applications

Google apps are preinstalled on your phone to improve work efficiency and help you enjoy life.

This manual briefly introduces the apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

You are recommended to register with a Google account to enjoy full functionality.

8.1 Google

A web browser with which you can surf the internet.

Your bookmarks, browsing history, and settings across all devices on which the browser is installed can be synchronised with your Google account.

8.2 Gmail

As Google's web-based email service, Gmail is configured when you first set up your phone. With this application, you can send and receive emails, manage emails by labels, archive them, etc. Emails can be automatically synchronised with your Gmail account.

8.3 Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for travelling by foot, car, or public transportation. By using this application, you can find your own location, search for a place, and get suggested route planning for your trips.

8.4 YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the internet.

8.5 Google Pay

Google Pay allows you to make contactless payment with your phone, which is the fast, simple and safe way to pay in millions of places - in stores, online, and more.

8.6 Play Store

Serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free of charge or at a cost.

In Play Store, search for the app you need, download it and then follow the installation guide to install the app. You can also uninstall, update an app, and manage your downloads.

8.7 Duo

A video chat mobile app.

With phone numbers verified, users can easily video call people from their contact list.

8.8 Photos

Google Photos stores and backs up your photos and videos. It also automatically analyses photos and organises them into groups, so that you can quickly find the photos you need.

8.9 Google Assistant


Devices can have a dedicated hardware button for the Google Assistant (GA-button). With a GA-button, users can launch the Google Assistant in three different modes: Default , Visual snapshot, and Walk talkie.


- **Default** — Single press to activate
Default mode is the same as launching the Google Assistant by long-pressing on the home button.
- **Walkie-talkie** — Touch and hold and hold to activate
Walkie-talkie mode launches the Google Assistant with microphone auto-endpointing turned off. Microphone auto-endpointing is used to automatically close the microphone and finalise a user query in default mode. In walkie-talkie mode, the microphone remains open until the user releases the GA-button. When the user releases the GA-button, the microphone closes and the Assistant sends the user query.

8.10 File Manager

File Manager displays all data stored on the phone, including both external SD card and internal storage, such as applications, media files downloaded from Google Play Store, YouTube or other locations; Videos, pictures or audios you have captured; other data transferred via Bluetooth, USB cable, etc.

9 Settings.....


To go to **Settings**, swipe up from the Home screen and then tap **Settings** .

You can also swipe down from the notification panel and touch .

9.1 Wi-Fi

You can connect to the internet when your phone is within range of a wireless network. Wi-Fi can be used on your phone even without a SIM card inserted.

To turn Wi-Fi on and connect to a wireless network

- Touch **Settings > Wi-Fi**.
- Turn on .
- Once Wi-Fi is turned on, detected Wi-Fi networks are listed.
- Touch a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (you should contact the network operator for details). When finished, touch **Connect**.

To add a Wi-Fi network

When Wi-Fi is on, you can add new Wi-Fi networks according to your preference.

- Touch **Settings > Wi-Fi > Add network**.
- Enter the name of the network and any required network information.
- Touch **Connect**.

To forget a Wi-Fi network

The following steps prevent automatic connection to networks which you no longer wish to use.

- Turn on Wi-Fi, if it's not already on.
- On the Wi-Fi screen, touch the name of the saved network.
- Touch **FORGET** in the dialog that opens.

9.2 Bluetooth

Bluetooth is a short-range wireless communication technology that you can use to exchange data, or connect to other Bluetooth devices for various uses.

To turn on Bluetooth

- Touch **Settings > Bluetooth**.
- Turn on .

Your device name and other available devices will appear on screen.

To rename your device

- Touch **Settings > Bluetooth**.
- Touch **Device name**.
- Enter a name, and touch **RENAME** to confirm.

To pair/connect your phone with a Bluetooth device

To exchange data with another device, you need to turn Bluetooth on and pair your phone with the Bluetooth device with which you want to exchange data.

- Touch **Settings > Bluetooth > + Pair new device**.
- Touch a Bluetooth device you want to pair your phone with in the list.
- In the dialog that pops up, touch **PAIR** to confirm.
- If the pairing is successful, your phone will be connected to the device.

To unpair from a Bluetooth device

- Touch  beside the device you want to unpair from.
- Touch **FORGET** to confirm.

9.3 SIM card & mobile network

Go to **Settings > SIM card & mobile network > SIM card settings** to enable data roaming, set your preferred network type, check the network connection you are using or create a new access point, etc.

9.3.1 SIM card settings⁽¹⁾

Touch to choose SIM 1 or SIM 2 for connecting to the network, making calls and sending SMS messages.

9.3.2 Data usage

The first time you turn on your phone with your SIM card inserted, it will automatically configure your network service: 2G, 3G or 4G.

If the network is not connected, you can turn on mobile data in **Settings > SIM card & mobile network > Data usage**.

Data saver

By enabling Data saver, you can reduce data usage by preventing some apps from sending or receiving data in the background.

⁽¹⁾ Dual SIM only


Mobile data

If you do not need to transmit data on mobile networks, turn off **Mobile data** to avoid incurring significant charges for data use on local operator mobile networks, particularly if you do not have a mobile data agreement.



Data usage is measured by your phone, and your operator may count differently.

9.3.3 Aeroplane mode

Turn on **Aeroplane mode**  to simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more.

9.3.4 Hotspot & tethering

To share your phone's data connection via USB and Bluetooth, or as a mobile hotspot, go to **Settings > SIM card & mobile network > Hotspot & tethering** to activate these functions.

To rename or secure your mobile hotspot

When your mobile hotspot is activated, you can rename your phone's Wi-Fi network (SSID) and secure its Wi-Fi network.

- Touch **Settings > SIM card & mobile network > Hotspot & tethering > Mobile hotspot**.

- Touch **Hotspot name** to rename the network SSID or set your network security.
- Touch **OK**.



The functions above may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas.

9.3.5 Private DNS

Touch to select private DNS mode.

9.4 Connected devices

9.4.1 VPN

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network from outside that network. VPNs are commonly deployed by corporations, schools, and other institutions so that their users can access local network resources when not inside that network, or when connected to a wireless network.

To add a VPN

- Touch **Settings > Connected devices > VPN** and then touch **+**.

- On the screen that opens, follow your network administrator's instructions to configure each component of the VPN settings.
- Touch **SAVE**.

The VPN is added to the list on the VPN settings screen.



Before adding a VPN, you should set a screen lock for your phone.

To connect to/disconnect from VPN

To connect to a VPN:


- Touch **Settings > Connected devices > VPN**.
- The VPNs you have added are listed. Touch the VPN you want to connect with.
- In the dialog that opens, enter any requested credentials and touch **CONNECT**.

To disconnect from a VPN:

- Touch the VPN you want to disconnect from. In the dialog that opens, touch **DISCONNECT**.

To edit/delete a VPN

To edit a VPN:

- Touch **Settings > Connected devices > VPN**.
- The VPNs you have added are listed. Touch the  icon next to the VPN you want to edit.
- After editing, touch **SAVE**.

To delete a VPN:

- Touch the  icon next to the selected VPN, then touch **FORGET** to delete it.

9.4.2 NFC ⁽¹⁾

NFC allows data exchange when the phone touches another device.

9.4.3 USB

With a USB cable, you can charge your device, transfer files or photos (MTP/PTP) between your phone and a computer.

To connect your phone to the computer

- Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.
- Open the Notification panel and choose the way which you want to transfer files or touch **Settings** > **Connected devices** > **USB** to select. By default, **Charge this device** is selected.



Before using MTP, make sure that the driver (Windows Media Player 11 or higher version) has been installed.

⁽¹⁾ 6025H only.

9.4.4 Printing

Touch **Printing** to activate **Print services**. You can select your **Default print service** or choose **Add service**.

9.4.5 Nearby Share

Share files with nearby devices.

9.4.6 Android Auto

Allows the app to enable the car mode

9.4.7 Chromebook

Link devices so that you can text from your computer, share your phone's internet connection and simplify unlocking.

9.5 Home screen & lock screen

With this menu, set your home apps, choose your favourite wallpapers and theme styles, etc.

9.6 Display

9.6.1 Brightness level

Adjust screen brightness manually.

9.6.2 Adaptive brightness

Adjust screen brightness automatically.

9.6.3 Dark mode

Empty screen space will become black in this mode, making it easier to look at your screen or read in dim light.

9.6.4 Eye comfort mode

Eye comfort mode can effectively reduce blue light radiation and adjust the colour temperature to relieve eye fatigue. You can also create a custom schedule to turn on it.

9.6.5 Sleep

Set screen timeout.

9.6.6 Font size

Adjust font size manually.

9.6.7 Auto-rotate screen

Select whether the screen rotates automatically or not.

9.6.8 Status bar & notch

- Set the style of the status bar, select whether notification icons are folded and how the battery percentage is displayed.
- Turn on the notch for full screen apps to get the best experience on the phone.

9.6.9 More display settings

- **Screen saver**

To select **Colours** or **Photos** as your screen saver.

To set **When to start** (While charging or Never).

- **Full screen apps**

Most applications installed on the phone will automatically adapt to the full screen display without setting them manually.

For the applications which do not automatically adapt to the full screen display, you can go to **Settings > Display > More display settings > Full screen apps** to set.

9.7 Display Enhancement

Display enhancement provides image enhancement, video enhancement and other screen functions, helps your screen to come alive with a wonderful visually enhanced experience.

9.8 Sound & vibration

Use the Sound settings to configure many aspects of call ringtones, music, and other audio settings.

- **Silent mode**

Touch  to turn on silent mode.

- **Phone ringtone & vibrate**

Set your incoming call ringtone or opt for the phone to vibrate only.

- **Notification ringtone**


Set the default sound for notifications.

- **Alarm ringtone**

Set your alarm ringtone.

- **Do Not Disturb preferences**

If you do not want to be disturbed by your phone or information ringtones during work or rest, you can set the **Do Not Disturb** mode.

Swipe down the Status bar twice to access the Quick Settings panel and tap  to turn on Do Not Disturb.

- **More sound settings**

Set dial pad tones, screen locking sounds, touch sounds, etc.

9.9 Notifications

In the **Notifications** menu, you can configure whether to block the notifications from this app, hide sensitive content, etc.

9.10 Button & gestures

- **System navigation**

Select your favourite navigation button layout.

- **Gestures**

To set some gestures for convenient use, such as flip to mute, 3 fingers screenshot, split-screen, etc.

- **Power key**

Quick launch camera

To quickly open camera, press the power button twice. It works from any screen.

Power button ends call

Touch  to enable/disable it.

Power key menu

Show device controls.

9.11 Advanced features

- **Multiple User**

You can set up multi-user spaces and limit the use scope of each space. Multi-user space is the limited space that is controlled by the device owner of each user.

- **Privacy protection**

- Sensitive behaviour reminder**

- When sensitive behaviour occurs, the system will remind you.

- Personal information protection**

- The system provides empty information to the application.

- Security log**

- Record application and system behaviours.


- **Remote Lock**

- If the phone is lost, you can lock the phone remotely by sending a text message.

- **Game mode**

- Add games to the list to enable Game mode automatically when playing games.

- **Smart App Recommend**


- After connecting headset or speakers, recommend suitable application on the launcher according to your habits. Touch  to turn on/off.

- **One-handed mode**

Reduce the display area of the screen and operate your phone with one hand.

This function can be accessed in the Quick Settings panel by touching the  icon.

- **Screen Recorder**

- Set the video resolution, sound, etc. To use **Screen Recorder**, Swipe down the Status bar twice to access the Quick Settings panel and tap .

- **App Cloner**

- App Cloner will duplicate one app on your Home screen and you can enjoy both of them respectively at the same time.

9.12 Smart Manager

Smart Manager ensures your phone is operating in top form by automatically scanning and optimising data usage to preserve battery levels, manage storage and protect against security threats.

You can also do some manual settings for further optimisation.

9.13 Security & biometrics

- **Screen lock**

- Select one method such as **Swipe**, **Pattern**, **PIN**, **Password**, or **Fingerprint** to unlock the screen.

- **Fingerprint**

Use your Fingerprint to unlock the screen or clear notifications, take a photo/video, pick up a call, etc.

Access **Settings > Security & biometrics > Fingerprint** to activate these functions.

- **Face unlock**

Face unlock allows you to unlock your device with your facial data. Set it according to the on-screen steps.

Ensure that you are facing the phone screen when using face recognition.

NOTE: you need to set a pattern, PIN, or password before using face key.

- **Smart Lock**

Smart Lock keeps your device unlocked when it's safe with you and locked when it detects that it's been put down.

NOTE: You need to set a pattern, PIN, or password before using Smart lock.

- **Remote Lock**

Refer to "9.11 Remote Lock"

- **Privacy protection**

Refer to "9.11 Privacy protection"

- **Private Space**

To protect your privacy safe, you need to set a privacy lock. Choose PIN, Pattern or Password as an encryption method.

- **Apps lock**

Apps lock can effectively protect your privacy by locking some apps with a pattern or fingerprint. Go to **Settings > Security & biometrics > Apps lock** to set the lock format, lock time and choose the apps you want to lock.

- **Others**

You can also set **Emergency service, SIM card lock, Screen pinning**, etc. in **Settings > Security & biometrics**.

9.14 Location

Tap to set whether to allow an app to access your device's location. You can set allowing continual access, or only while the app is in use.

9.15 Privacy

To protect your privacy, you can set an app to be allowed or forbidden to access your location, SMS, phone, etc. Also whether or not to show passwords or choose the activities and info that you want to Google to save.

9.16 Apps

Touch to view details about the applications installed on your phone, to manage their data usage or force them to stop.

In the **Permission manager** menu of an application, you can grant permissions for the app, such as allowing the app to access your **Camera**, **Contacts**, **Location**, etc.

9.17 Storage

Enter **Settings > Storage** to check the usage of storage space, and free up more when necessary.

9.18 Accounts

Touch to add, remove, and manage your email and other supported accounts. You can also use these settings to control how and whether all applications send, receive, and synchronise data on their own schedules, and whether all applications can synchronise user data automatically.

Touch **Add account** to add an account for the selected app.

9.19 Digital Wellbeing & parental controls

In this menu you can find how much time you have spent on the phone and even on each app. You can customise the time limit for using the phone so that have a healthy and balanced life.

In addition, parents are able to restrict their children's usage time to manage their browsing habits.

9.20 Google

Touch to configure your Google account and service settings.

9.21 Accessibility

Use the Accessibility settings to configure any accessibility plug-ins you have installed on your phone.

9.22 System

9.22.1 About phone

View basic information for your phone such as model name, CPU, camera, resolution, etc.

You can also check legal information, build number, status and other specs.

To read the user manual on your phone, tap **Settings > System > About phone > Other specs > User Manual**.

9.22.2 System Update

If you want to update the system, touch **CHECK FOR UPDATES** (refer to "10.1 FOTA Upgrade").

9.22.3 Update APPS

Touch to check for updates.


9.22.4 Languages & input

Touch to configure language settings, the on-screen keyboard, voice input settings, pointer speed, etc.

9.22.5 Date & time

Use Date & time settings to customise your preferences for how date and time are displayed.

9.22.6 Backup

Turn on  to back up your phone's settings and other application data to Google servers. If you replace your phone, the settings and data you've backed up will be restored onto the new phone when you sign in with your Google account.

9.22.7 Developer options

To enable this function, go to **Settings > System > About phone**, then touch **Build number** 7 times. Now **Developer options** is available. The developer options contain settings that are useful for developing Android applications.

9.22.8 Reset

Tap to reset all network settings and app preferences, you won't lose your data with these settings.

If **Factory data reset** is selected, all data in your phone's internal storage will be erased, please back up your data before reset.

9.22.9 Regulatory & safety

Touch to view product information such as **Product model**, **Manufacturer name**, **Manufacturer address**, **IMEI**, **CU reference**, **Bluetooth Declaration ID**, etc.

9.22.10 User Experience Improvement Programme

Join the User Experience Improvement Programme so we can continue to improve our product design and overall user experience.

10 Making the most of your phone

10.1 FOTA Upgrade

Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access Updates, from the app list, touch **Settings > System > System Update**.

If you want to update the system, touch **CHECK FOR UPDATES** and when that's finished, your phone will have the latest version of the software.

During FOTA downloading or updating, to avoid errors in locating the correct update packages, do not change your default storage location.

11 Accessories

Standard accessories

1. Charger
2. USB Cable
3. LCD sticker
4. SIM card pin
5. Quick Start Guide
6. Product safety information leaflet



- Accessories depend on country.
- Only use the Alcatel batteries, chargers, and accessories included along with your device.

12 Warranty

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months ⁽¹⁾ from the date of purchase as shown on your original invoice.

Batteries ⁽²⁾ and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months ⁽¹⁾ from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

⁽¹⁾ The warranty period may vary depending on your country.

⁽²⁾ The life of a rechargeable phone battery in terms of conversation time, standby time and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phones and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labour but excludes any other costs.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used.
- Connection to any equipment not supplied or not recommended by TCL Communication Ltd.
- Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor.
- Modification, adjustment or alteration of software or hardware performed by individuals not authorised by TCL Communication Ltd.
- Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation etc.

Your phone will not be repaired in cases where labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCL Communication Ltd. or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited to commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

13 Troubleshooting.....

Before contacting the service centre, here are some instructions to help you troubleshoot your device:

- For optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- Update your phone's software via the **System Update**. Alternatively you can touch **Settings > System > System Update** to update software.
- Reset your phone via **Factory data reset**. Touch **Settings > System > Reset > Factory data reset**. Another method is to hold down the **Power** key and the **Volume up** key at the same time when your phone is powered off. All your phone data will be lost permanently. It is strongly advised to fully back up your phone data before resetting.

and carry out the following checks:

My phone can't be switched on or is frozen

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed. Then switch it on again.

- When the phone falls into a loop during power on animation and the user interface can't be accessed, press and hold the **Power** key to reset. This eliminates any abnormal OS booting issues caused by third party applications.
- If neither method is effective, reset the phone by pressing the Power key and the Volume up key at the same time, selecting a language, and then selecting **Wipe data/Factory reset**. Press the **Volume** key to select, and press the **Power** key to confirm each selection.

My phone has not responded for several minutes

- If your phone doesn't respond, turn off your phone by pressing and holding the **Power** key until it turns off and then restart it again.
- If it still doesn't work, reset the phone.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure that the **Power** key is not accidentally pressed while the screen is unlocked.
- Check the battery charge level.
- If it still doesn't work, reset the phone or update software.

My phone can't charge properly

- Make sure that you are using the **Alcatel** charger that comes with the phone.
- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 40°C (104°F)).
- When abroad, check that the voltage input is compatible.

My phone can't connect to a network or "No service" is displayed

- Try connecting to the network by moving to another physical location.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.
- Try connecting at a later time if the network is overloaded.

My phone can't connect to the internet

- Make sure that the internet access service of your SIM card is available.
- Check your phone's internet connection settings.
- Make sure that you are in a place with network coverage.

- Try connecting at a later time or another location.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted.
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card is available.

My phone can't make outgoing calls

- Make sure that you have dialled a valid number and have touched **call icon**.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your operator (credit, SIM card validity, etc.).
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in aeroplane mode.

My phone can't receive incoming calls

- Make sure that your phone is switched on and connected to a network (check for overloaded or unavailable network).

- Check your subscription status with your operator (credit, SIM card validity, etc.).
- Make sure that you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in aeroplane mode.

The caller's name/number doesn't appear when a call is received

- Check that you have subscribed to this service with your operator.
- Your caller may have concealed his name or number.

I can't find my contacts

- Make sure that your SIM card is not broken.
- Make sure that your SIM card is inserted properly.
- Import all contacts stored on your SIM card to your phone.

The sound quality of the calls is poor

- Adjust the volume during a call by pressing the **Volume** key.
- Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector and speaker on your phone are clean.

I can't use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.
- Make sure that this feature doesn't require an **Alcatel** accessory.

When I select a number from my contacts, the number can't be dialled

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country code when calling an international number.

I can't add a contact

- Make sure that your SIM card contacts are not full; delete some files or save the files to the phone.

My callers can't leave messages on my voicemail

- Contact your network operator to check service availability.

I can't access my voicemail

- Make sure that your operator's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I can't send and receive MMS

- Check your phone storage as it might be full.
- Contact your network operator to check service availability and MMS parameters.

- Verify the server centre number or your MMS profile with your operator.
- The server centre may be swamped. Try again later.

SIM card PIN locked

- Contact your network operator to obtain the PUK (Personal Unblocking Key) code.

I can't connect my phone to my computer

- Check to make sure the USB port is not broken. If it's not working, try another USB port on your computer.
- Make sure USB drivers are properly installed.
- If you are using a Windows computer, make sure it supports MTP mode. If you are using a Mac, make sure to install Android File Transfer from www.android.com/filetransfer/.

I can't download new files

- Make sure that there is sufficient phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your operator.

The phone can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 150 minutes).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the screen brightness as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Turn off Bluetooth, Wi-Fi, or GPS when not in use.

The phone becomes warm following prolonged calls, game playing, internet surfing or running other complex applications

- This heating is a normal consequence of the CPU handling excessive data. Ending the above actions will make your phone return to normal temperature.

After a factory data reset is performed, I can't use my phone without entering Google account credentials

- After a reset is performed, you must enter the original Google account credentials that were used on this phone.

- If you don't remember your Google account credentials, complete Google account recovery procedures.
- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as warranty case.

I forgot some passwords/codes/keys on phone

- Perform a factory data reset.
- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as a warranty case.

14 Specifications.....

Processor:

MTK6762D

Platform:

Android 11

Memory:

3GB + 32GB

Dimensions (LxWxT):

165.64 x 75.59 x 8.8mm

Weight:

190g

Display:

6.52-inch touchscreen with HD+ 720X1600; 20:9

Network:

GSM: 850/900/1800/1900

UMTS: B1/2/5/8 (2100/1900/850/900)

LTE: B1/3/5/7/8/20/28/38/40/41 (2535-2655MHz (120M))

(Band frequency and data speed depend on operator.)

GPS:

BDS/GPS/Glonass/Galileo, with A-GPS

Connectivity:

- Bluetooth BT5.0
- Wi-Fi 802.11b/g/n
- 3.5 mm audio jack
- Micro-USB
- NFC (6025H only)

Camera:

- Back camera: 13M +2M (Depth)+2M (Macro)
- Front camera: 5MP FF

Audio & Video supported formats:

- AAC, AMR, AWB, MP3, AAC+, Vorbis, FLAC, APE, eAAC+, PCM playback
- 1080P@30fps, H.263, H.264 AVC, H.265 HEVC, VP8, VP9, MPEG-4

Battery ⁽¹⁾:

Capacity: 4000 mAh

Expansion Slot:

microSD™ memory card

(Availability of microSD card depends on market)

Note: Specifications are subject to change without prior notice.

⁽¹⁾ The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.